

Internal Audit Review of Housing Responsive Maintenance Item 7 Appendix A

Ref	Recommendation made December 2008	Risk 1-4	Implementation date	Situation when followed up July 2009	Audit evaluation at July 2009	Response from HoD at 03 November 2009
3.1	The recommendation made in the 2006-07 Audit report, that consideration is given to controlling stock levels by establishing maximum, minimum and re-order levels, is re-iterated	4	(as at 18/02/09 – completion of MAP) With immediate effect	Maximum, minimum & re-order levels have been set up in the Stock Control system, and a sample was demonstrated to Internal Audit 15 July 2009.	Implemented. Advise that this is re-visited as part of a future audit , to ensure that the levels are used to support re-ordering.	Recommendation has been implemented, levels are set up in the stock control system
3.2	Changes should be made to the process so that: - a) The Stock Control computer system should be configured so that a second officer has to participate in the stock-take process, either to adjust records where necessary, or to approve and authorise the changes made. b) The officer carrying out the stock take should not be able to select stock items to count, or to be able to know the quantities recorded in the computer system; c) Reports of the stock-takes are submitted to a senior manager for review.	4	(as at 18/02/09 – completion of MAP) Colin Moore now participates in the stock-take process. All adjustments are now checked by two officers.	Confirmed by Interviews with Colin Moore and Alan Reynolds. Where discrepancies are identified by a stock take, efforts are made to resolve them. The stock-issue sheets introduced after the last audit are used to try to identify the reason(s) for a discrepancy. Depot staff indicated that some discrepancies are the result of inaccurate recording of newly delivered stock.	Implemented. No further action	Recommendation has been implemented – all adjustments have 2 nd officer checks
3.3	Prepare a written procedure defining the workaround process, and authorising the Stores & Purchasing Coordinator to follow it and requiring him to bring the stock records up to date when the computer system is available.	3	(as at 18/02/09 – completion of MAP) With immediate effect	A simple procedure has been prepared and is affixed to the stockroom door so it is readily available to all staff.	Implemented. No further action	Recommendation has been implemented – procedure is in place

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3.4	When financial conditions permit, consideration should be given to designing, constructing and fitting suitable standard racking to the vehicles..	2	(as at 18/02/09 – completion of MAP) Subject to budget and specification of vehicles	Four of the vans are nearing the end of their useful life and Colin Moore is in discussion with Ron Pridham (Fleet Manager) about replacements. He has asked that vans be procured with basic racking in place. The Fleet Manager has said that he will try to obtain such vehicles. Colin Moore stated that he has ensured that the Director of Operations and Head of Division are aware of this. He explained that a rack did fall when the doors were opened. Although no injury occurred he feels it was a 'near miss'.	Not yet implemented. There are Health & Safety issues and senior management support may be needed to ensure that new vehicles are suitably prepared. Re-visit as part of a future audit.	Recommendation will be implemented shortly, currently awaiting the delivery of new vehicles